

FIG. 1

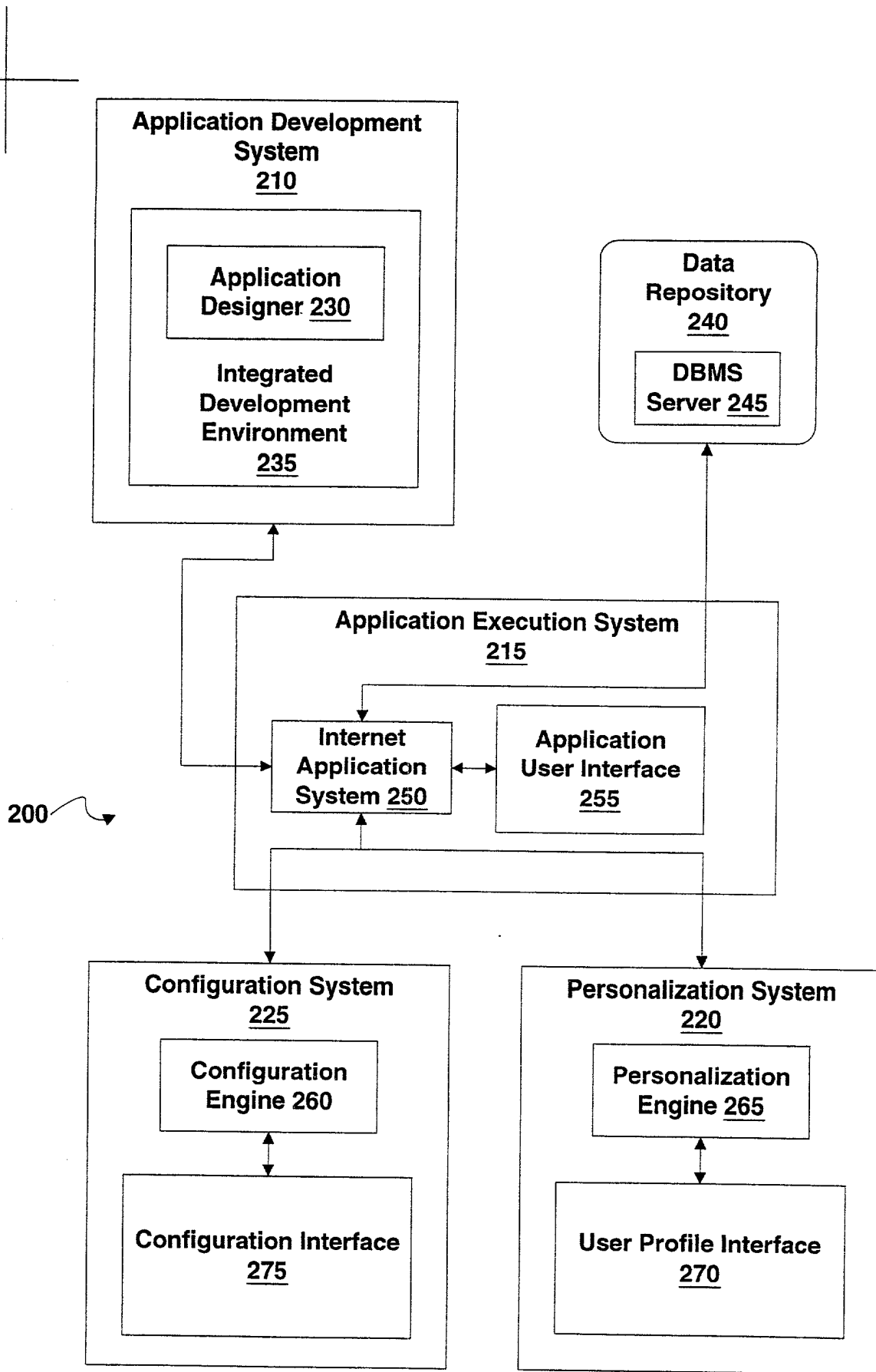


FIG. 2

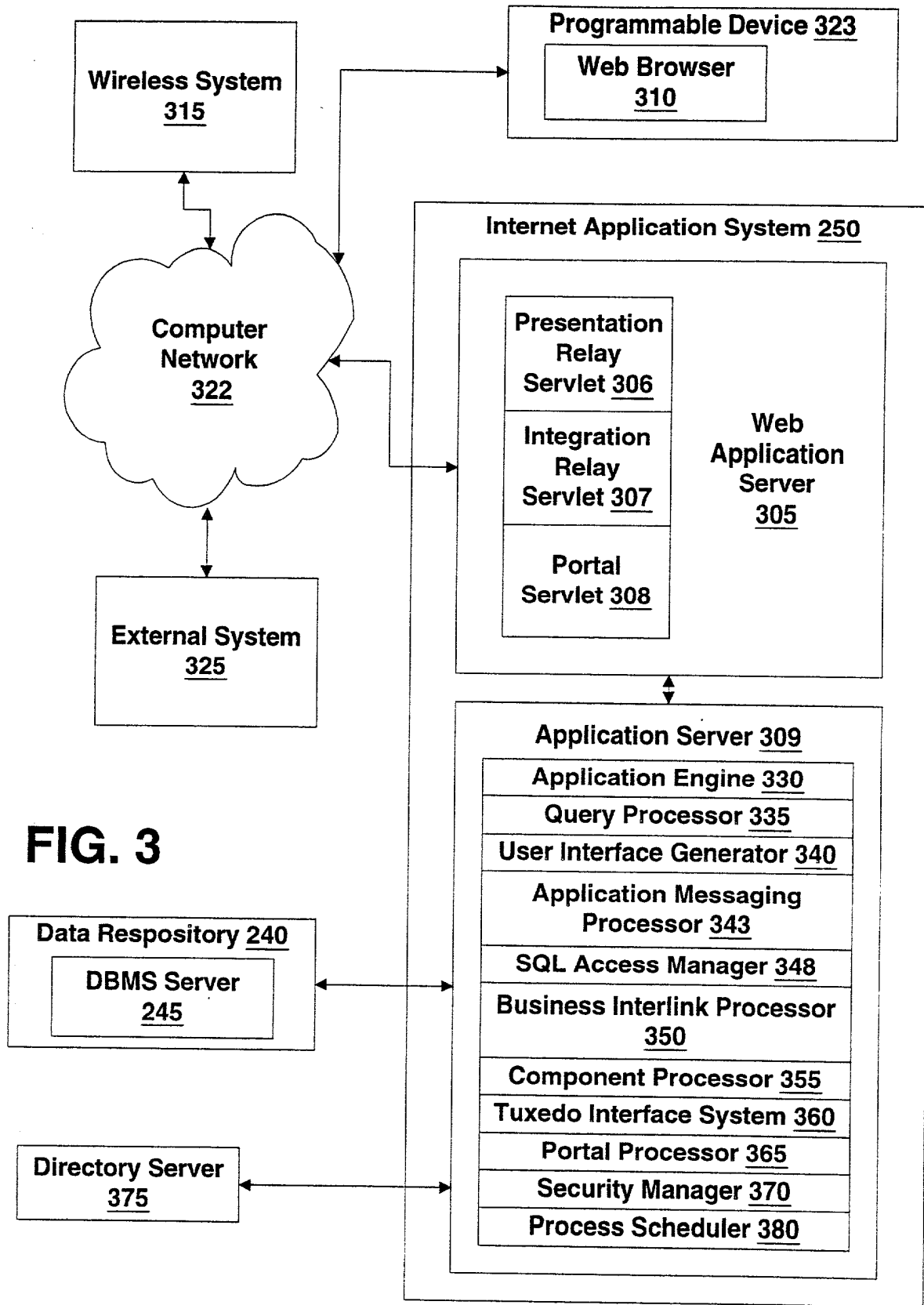


FIG. 3

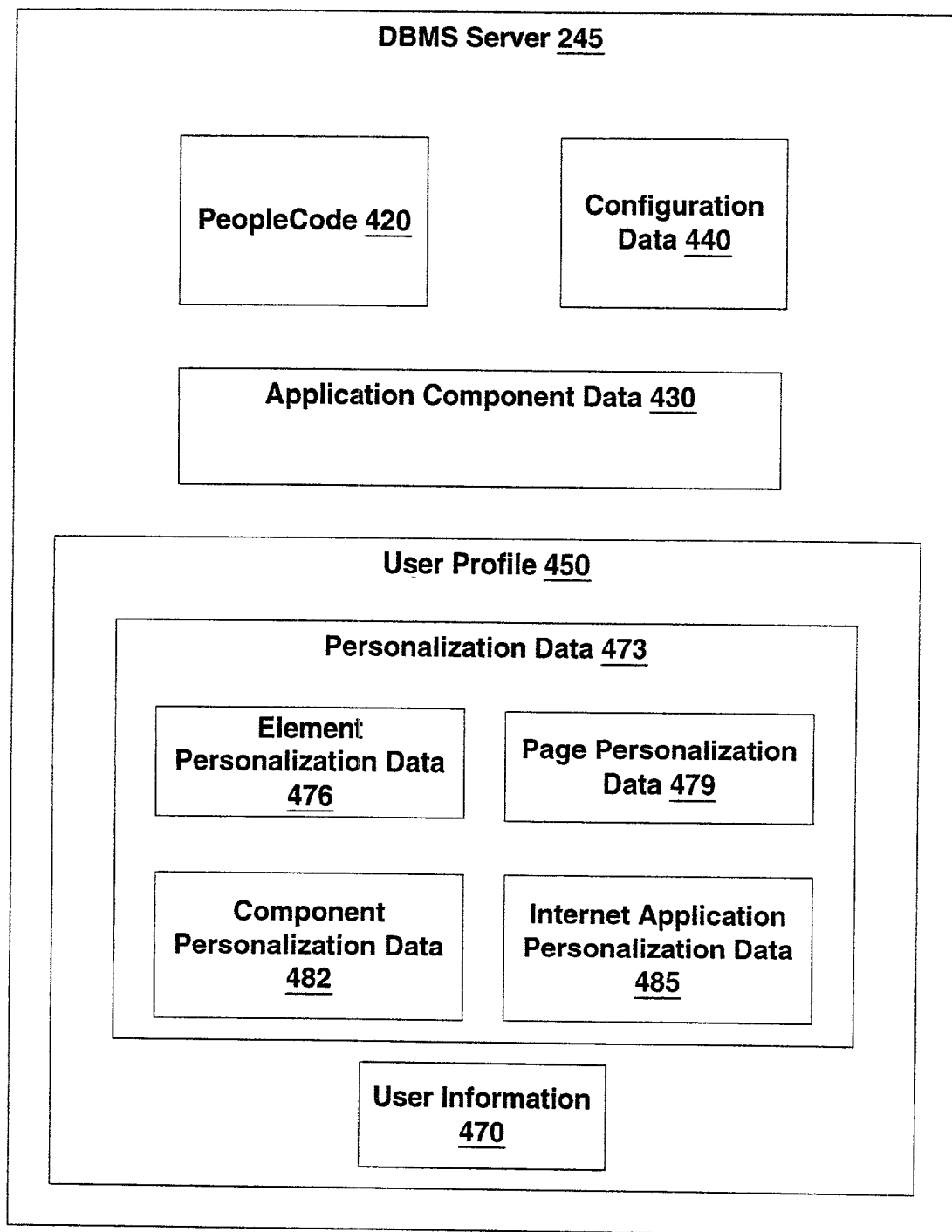


FIG. 4

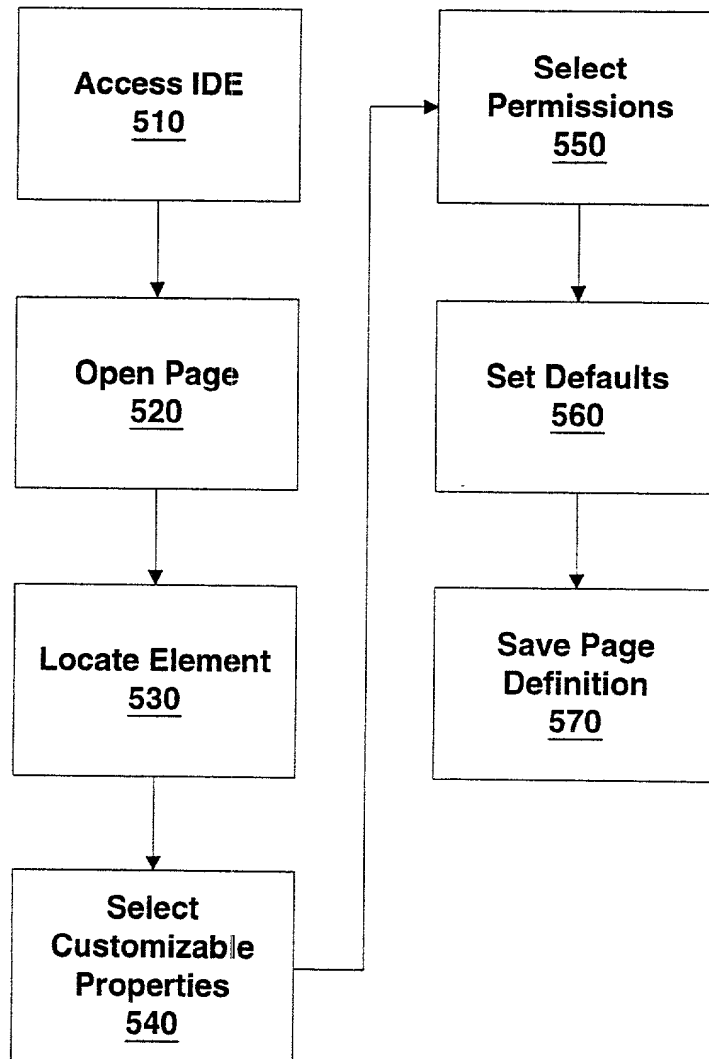


FIG. 5

FIG. 6

660

Application Designer - Untitled - RC CASE HDENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Page Designer Order

RC CASE HDENG (Page)

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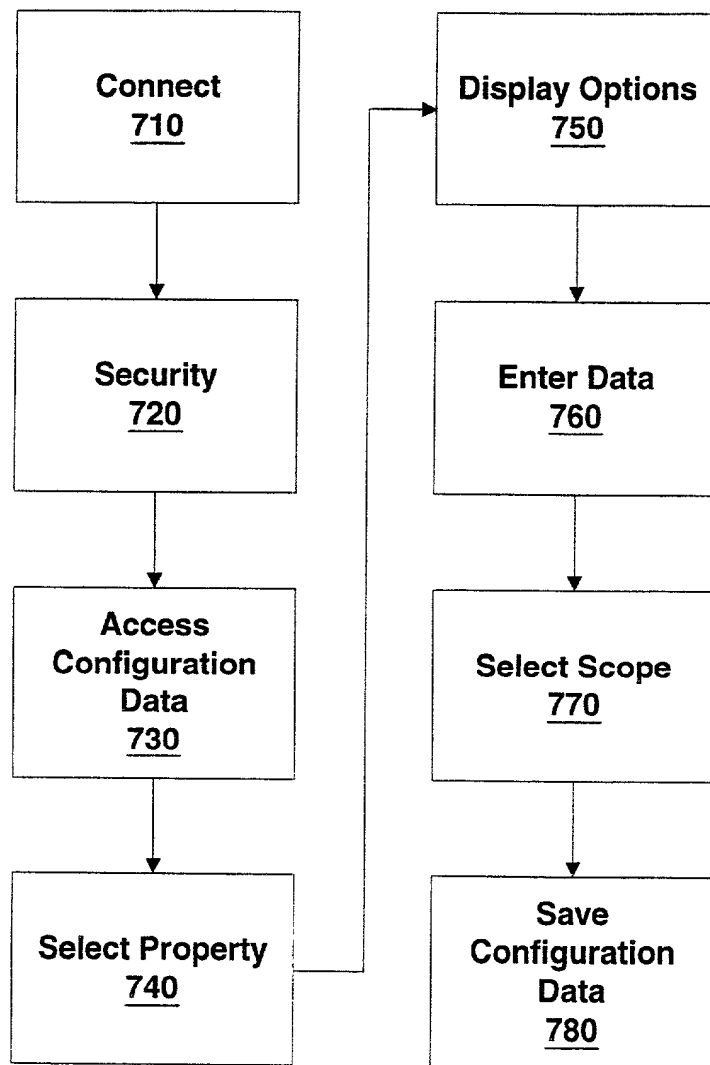


FIG. 7




Administrator Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/clientservlet/peoplesoft/7cmd-start

Home PeopleTools > Maintain Security > User > Administrator Configuration

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features					
ADBTN	Tab over Add/Del Buttons (+/-)		<input checked="" type="checkbox"/>		N
ADDES	Afternoon designator (PM, pm)		<input checked="" type="checkbox"/>		PM
CALBTN	Tab over Calendar Button		<input checked="" type="checkbox"/>		S
CSYM	Currency Symbol		<input checked="" type="checkbox"/>		L
CSYMP	Currency Symbol Position		<input checked="" type="checkbox"/>		
DCSP	Decimal Separator		<input checked="" type="checkbox"/>		M
DFRMT	Date Format		<input checked="" type="checkbox"/>		N
EXPENT Expert Entry					
GROTAB	Tab over Grid Tabs		<input checked="" type="checkbox"/>		
HDRICN	Tab over Header Icons		<input checked="" type="checkbox"/>		
LKPBTN	Tab over Lookup Button		<input checked="" type="checkbox"/>		
LTZONE	Local Time Zone		<input checked="" type="checkbox"/>		PSI
MDES	Morning designator (AM, am)		<input checked="" type="checkbox"/>		AM

Done Local Internet

FIG. 8

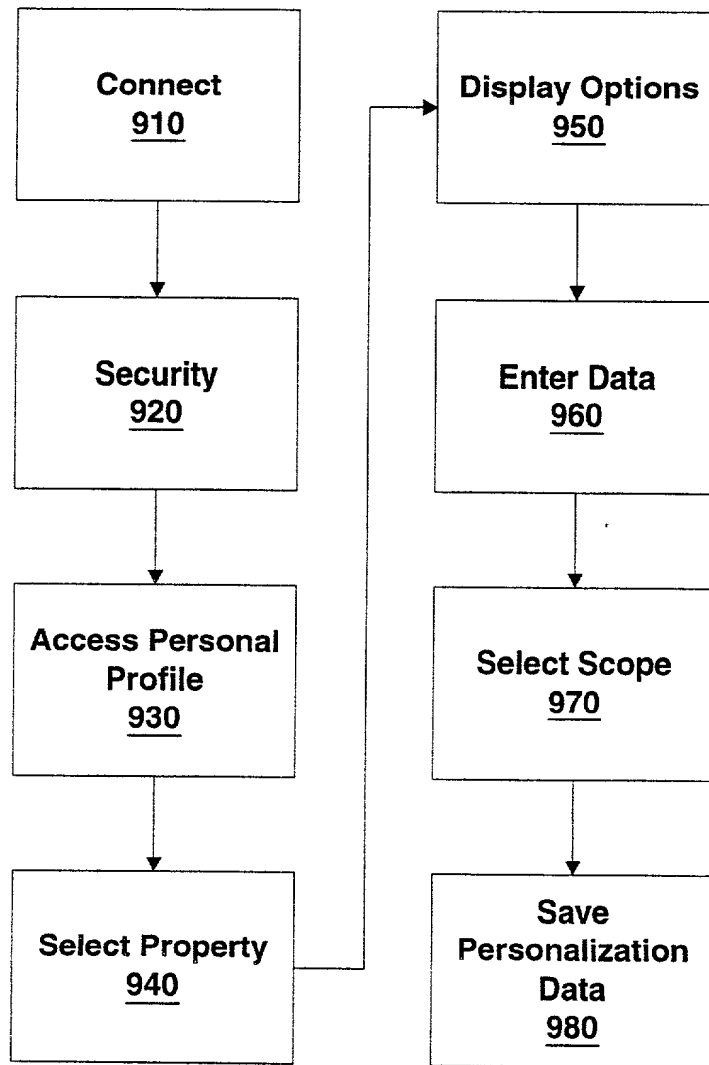


FIG. 9

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/ckserver/peoplesoft/crm-start

Home > PeopleTools > Maintain Security > User > My Profile

General Profile Information

Opriid for CRMSKT, CRMOABAK

Password

Change Password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: \$

Set Personalizations

Email

E-mail Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings

Alternate User ID:

From Date: (example 1/31/2000)

To Date: (example 1/31/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270

Fig. 10A

2270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://localhost:7001/services/clientService/peoplesoft8/?cmd=start&

Home > PeopleTools > Maintain Security > User > My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator		<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h mm ss (8 05 AM)	<input type="checkbox"/> Explain
Time Separator		<input type="checkbox"/> Explain
Thousand Separator		<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

Use Default Value

Local Intranet

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FIG. 10B

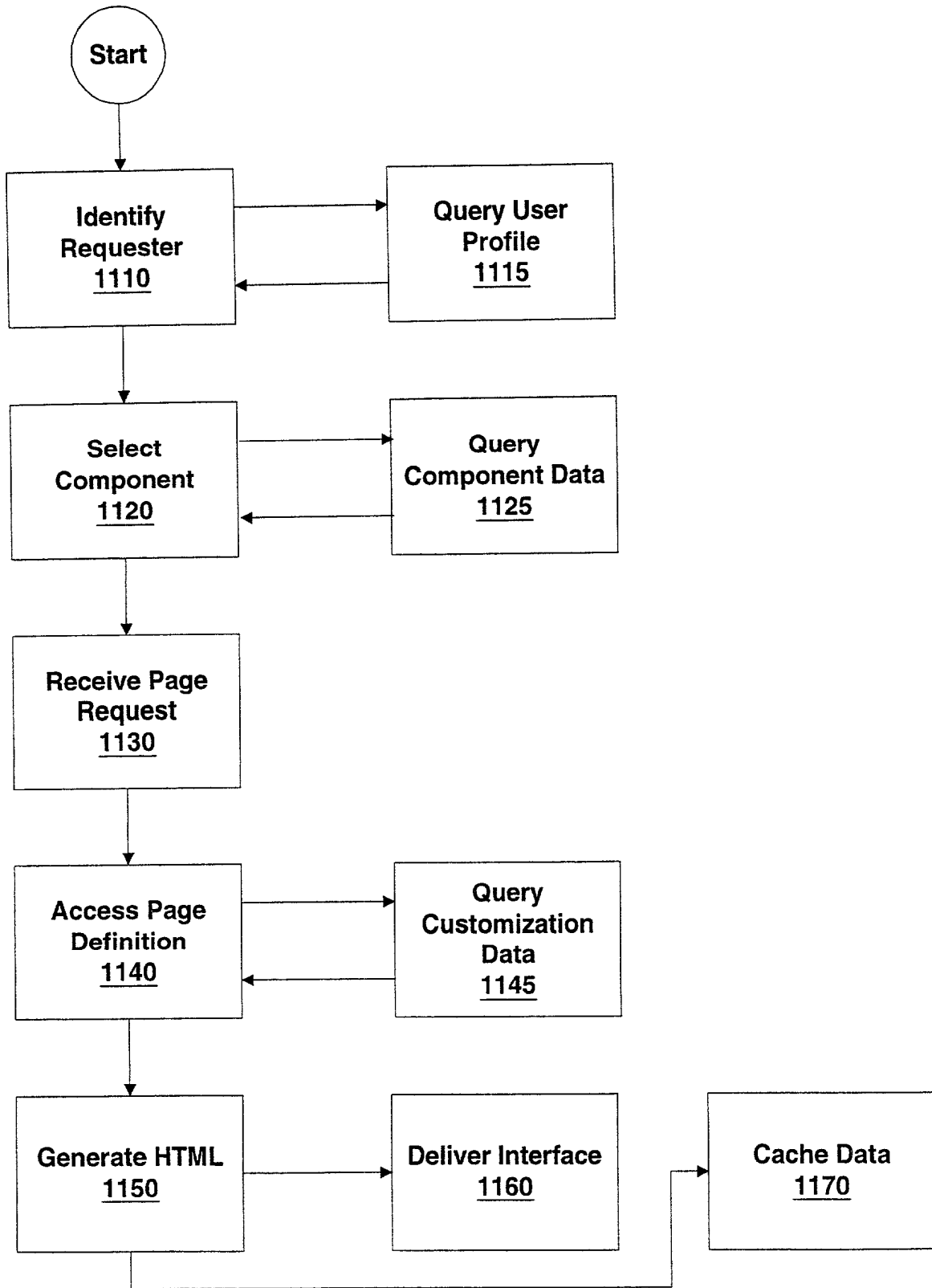


FIG. 11

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Links

Address http://localhost:7001/services/clients/peoplesoft/cnd-staff

Home

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001 ID: 1330

Address Type: Business Address ID: 1208

Description: 1330

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA California

State: CA 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VPI

Submit

Phone Info

Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk P 001 975 694 9479

Done Local Intranet

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/clientServlet/peopleSoft8?cmd=stat8

Home

Address Info

Address Set: []

Address Detail

Effective Date: 07/25/2001 1330 Status: Active 1208

Address Type: Business Address ID: 1330

Description: 1320

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PUT VP1

Submit

Phone Info

Phone Type Description Primary Prefix Telephone Extension

Business Desk 001 925 694 9479

Local intranet

Fig. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA United States
1350	Address 1: PeopleSoft Parkway

Fig. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/kerlenservlet/peoplesoft/cnd-servlet

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Status: 1208

Address ID:

Post: 94505

Submit

Phone Info

Phone Type: Description: Primary Prefix: Int'l

Business Desk: 925 694 9479

Phone Extension:

Local intranet

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Flu. 13D



Home > People > [Maintenance Utility] > My Profile

Personalization

Option	Default Value	Override Value	
Accessibility Features	No		Explain
Tab over Add/Rel Buttons (+)	No		Explain
Afternoon designator (PM, pm)	PM		Explain
Tab over Calendar Button	No		Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Leading		Explain
Decimal Separator			Explain
Date Format	MM/DD/YY		Explain
Date Separator	/		Explain
Local Time Zone	Pacific Time, Tijuana		Explain
Morning designator (AM, am)	AM		Explain
Multiple Row Insert	Yes		Explain
Save Confirmation	Yes		Explain
Save Warning	Yes		Explain
Time Format	h:mm:ss (8:05 AM)		Explain
Time Separator	:		Explain
Thousand Separator	,		Explain

FIG 13E

Microsoft Internet Explorer

Address: http://localhost:7001/services/peopleedit/perm-starts

Home > PeopleTools > Maintain Security > User > Permission Lists

General Pages PeopleTools Process Sign on Times

Permission List ALL PANELS

Description: All Panels

Menu Name	First	Next	Previous	Last
ADMINISTER_SECURITY	+	-	-	-
APPLICATION_ENGINE	+	-	-	-
APPMONITOR	+	-	-	-
CALLCENTER	+	-	-	-
CIC_PAGELETS	+	-	-	-
ENV_SCHEMA_MAP	+	-	-	-
CRM_OPEN_WORKLIST	+	-	-	-
CRM_PORTAL_COMPONENTS	+	-	-	-
CRM_TRANSFORM_UTILITY	+	-	-	-
CTL_CONFIGURATION	+	-	-	-
CUBE_MANAGER	+	-	-	-
EDI_MANAGER	+	-	-	-
ESTABLISH_BUSINESS_UNITS	+	-	-	-
MAINTAIN_PRODUCT_CONFIGURATOR	+	-	-	-
MAINTAIN_SECURITY	+	-	-	-
MAINTAIN_SOLUTION	+	-	-	-

1495 ~ 1420A ~ 1420B ~ 1410 ~ 255 ~ 1420P ~ 1430 ~ 1440 ~ 1460

Local intranet

FIG. 14A

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

Unlimited Occurs Count (rows)

OK Cancel

270

FIG. 14B

Home > PeopleTools > Maintain Security > User > Permission Lists

General Pages PeopleTools Process Sign-on Times ID

Permission List ALLPANELS

Description: All Panels

Panel Name	Edit Components		
ADMINISTER_SECURITY	Edit Components	+	-
APPLICATION_ENGINE	Edit Components	+	-
APPMONITOR	Edit Components	+	-
CALLCENTER	Edit Components	+	-
CIC_PAGELISTS	Edit Components	+	-
CMV_SCHEMA_MAP	Edit Components	+	-
CRM_OPEN_WORKLIST	Edit Components	+	-
CRM_PORTAL_COMPONENTS	Edit Components	+	-
CRM_TRANSFORM_UTILITY	Edit Components	+	-
CTI_CONFIGURATION	Edit Components	+	-
CUBE_MANAGER	Edit Components	+	-
EDI_MANAGER	Edit Components	+	-
ESTABLISH_BUSINESS_UNITS	Edit Components	+	-
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+	-
MAINTAIN_SECURITY	Edit Components	+	-
MAINTAIN_SOLUTION	Edit Components	+	-
MANAGE_INTEGRATION_RULES	Edit Components	+	-
MASS_CHANGE	Edit Components	+	-
NVISION	Edit Components	+	-
PORTAL_ADMIN	Edit Components	+	-
PORTAL_COMPONENTS	Edit Components	+	-
PORTAL_PERS_HOMEPAGE	Edit Components	+	-
PROCESSMONITOR	Edit Components	+	-
PROCESS_SCHEDULER	Edit Components	+	-
QUERY_MANAGER	Edit Components	+	-
RA_CAMPAIGN_MANAGEMENT	Edit Components	+	-
RA_CM_STRUCTURE	Edit Components	+	-
RB_DEFINE_PRODUCTS	Edit Components	+	-
RB_GENERAL_OPTIONS	Edit Components	+	-
RB_INTEGRATION_OPTIONS	Edit Components	+	-
RB_MANAGE_COMPETENCIES	Edit Components	+	-
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+	-
RB_MANAGE_WORKFORCE	Edit Components	+	-
RB_PROCESS_INBOUND_TRANS	Edit Components	+	-
RB_STRUCTURE_SEARCHING	Edit Components	+	-
RB_WORKER_CALENDAR	Edit Components	+	-
RC_SELF_SERVICE	Edit Components	+	-
RC_SOLN_MGMT	Edit Components	+	-
REPORT_BOOKS	Edit Components	+	-
REPORT_MANAGER	Edit Components	+	-
RF_AGREEMENTS	Edit Components	+	-
RF_DEFINE_ITEMS	Edit Components	+	-
RF_DEFINE_ITEM_CONTROLS	Edit Components	+	-
RF_MAINT_ENTITLEMENTS	Edit Components	+	-
RF_MANAGE_PMA	Edit Components	+	-
RF_SERVICE_ORDEP	Edit Components	+	-
RF_STRUCTURE	Edit Components	+	-
RI_CIC_HOME	Edit Components	+	-
RI_INTERACTION	Edit Components	+	-
RI_SETUP	Edit Components	+	-
RM_DELTA_UTILITY	Edit Components	+	-
RSP_FCRECAST	Edit Components	+	-
RSP_LEADS	Edit Components	+	-
RSP OPPORTUNITY	Edit Components	+	-
RSP_PRTL	Edit Components	+	-
REF_SETUP_TABLES	Edit Components	+	-
RSP_TERRITORY	Edit Components	+	-
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+	-
STRUCTURE_RC	Edit Components	+	-
TRANSLATE	Edit Components	+	-
TREEMANAGER	Edit Components	+	-
TREE_MANAGER	Edit Components	+	-
UTILITIES	Edit Components	+	-
WORKFLOW_ADMINISTRATOR	Edit Components	+	-
WORKLIST	Edit Components	+	-

1410

1420A

1420B

1420P

1420Q

225

FIG. 14C

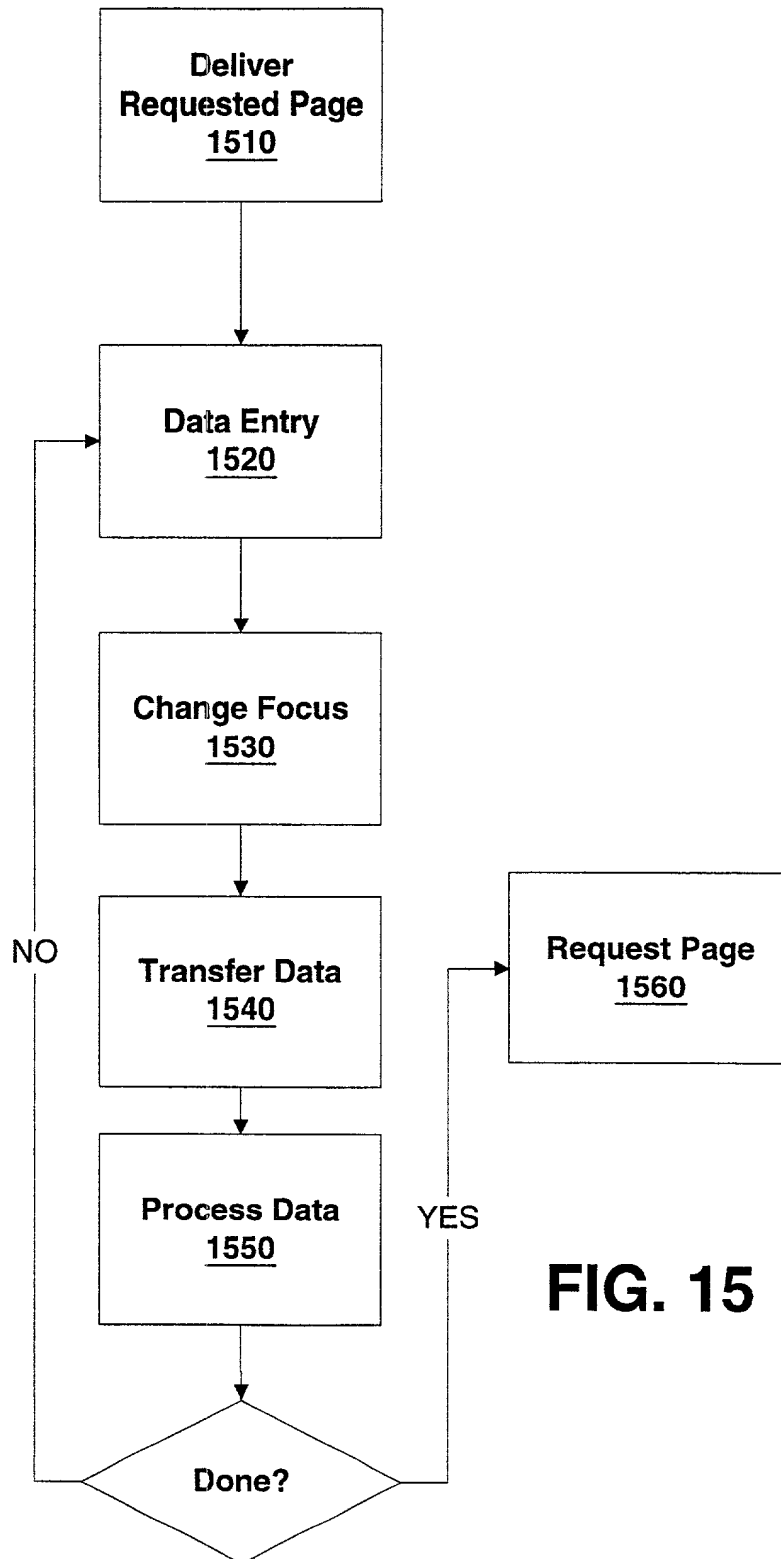


FIG. 15

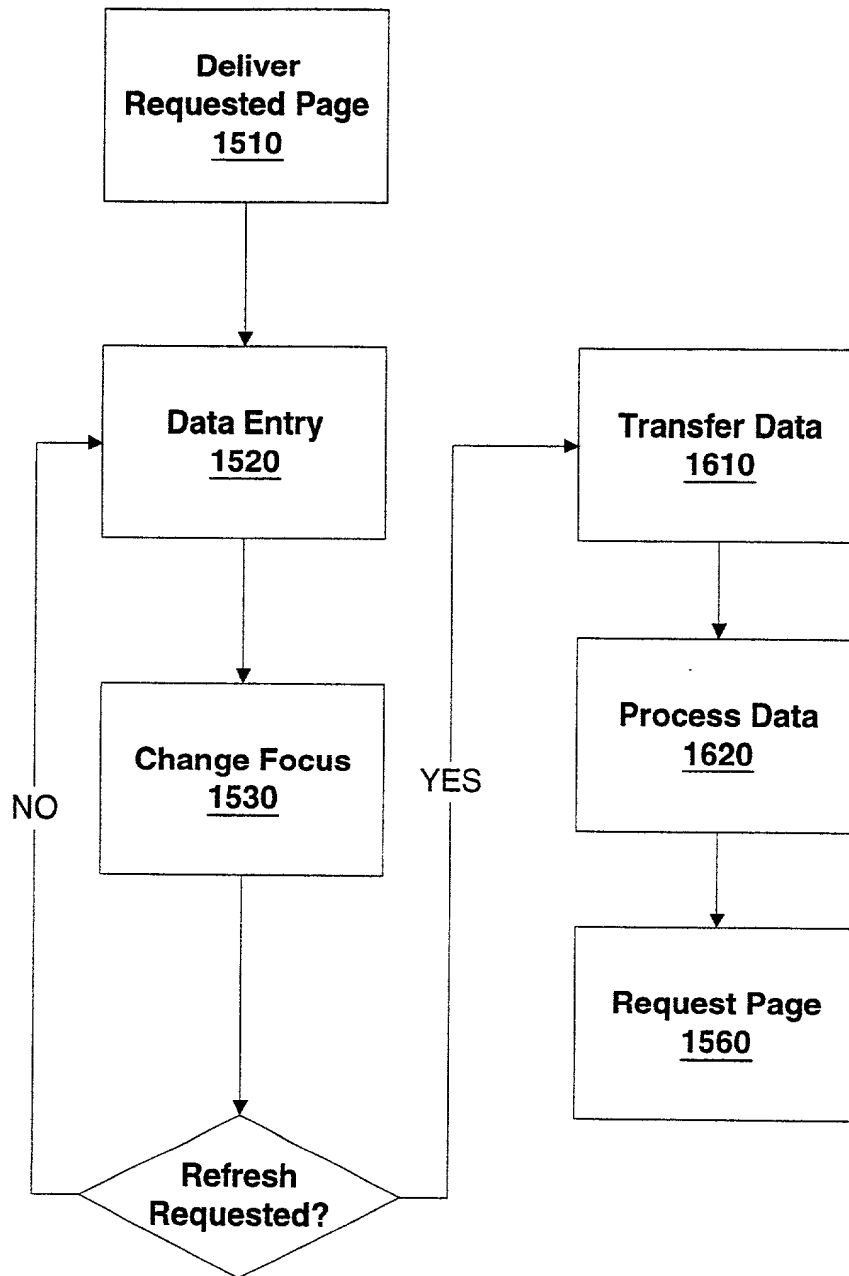


FIG. 16

Component Properties

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction
<input checked="" type="checkbox"/> Disable Toolbar	

OK Cancel

~275

1710

1720

1730

1740

FIG. 17A

Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address: http://localhost:7001/services/clientsevice/peoplesoft/cind-status

Home ? Help

Address Info

Address Seq: 1 View All First Prev Next Last

Address Detail

Effective Date: 07/25/2001 Status: Active

Address Type: Business Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Expert Entry ~1760 ~1790

Phone Info

Phone Type Description Primary Prefix Extension

Business Desk 001 925 694 9479

Phone Prefix Extension

FLY. 17B